

Mikel Asaad Barsoum Asaad

Address: 18, El-Bostan street, Tala, Monofiya, Egypt



Objective:

Seeking a challenging opportunity as HR Specialist.

Education:

Bachelor of Commerce - English section - Accounting department, Monofiya University, May 2014

Experiences:

Banque Du Caire, (Tala Branch) (Recent degree: Supervisor) - June 2015 / till now

As:



بنك القاهرة
Banque du Caire

- **Customer service – April 2022 / till now**
 - Responsible for achieving target
 - Handling customers meeting their satisfaction
 - Encouraging customers to use electronic channels
 - Guiding customers to the most suitable services for them and the bank
 - Opening and closing accounts
 - Issuance of checkbooks, loans and credit cards
 - Reactivating dormant accounts of customers
 - Issuance of payroll, prepaid and debit cards
 - Making delegation on accounts
 - Dealing in a teamwork for achieving customer satisfaction and bank goals together
 - Handling related administrative tasks
- **Vault teller – January 2021 / till March 2022**
 - Responsible for branch main vault
 - Responsible for cash related transactions with massive amounts
 - Dealing with tellers teamwork specially in cash in and cash out between their vaults and the branch main vault
 - Responsible for the branch's ATMs and their operations
 - Ordering more or shipping out excess of cash as needed
 - Daily balancing for transactions and verifying cash totals
- **Teller – January 2018 / till December 2020**
 - Responsible for transfers and cash related transactions
 - Detecting fraud and forgery
 - Meeting customers satisfaction and guiding them to use Bank services
 - Currency exchange processes
- **General Coordinator and IT administrator – June 2015 / till December 2017**
 - Responsible for administrative tasks
 - An intermediary for business between the branch, its employees and the headquarter
 - Fixing software issues that can be solved within the branch
 - Ordering maintenance ticket for IT issues that can't be solved within the branch
 - Archiving internal data
 - Dealing with journal entries and accounting issues

Mobinil (Orange),

- **As Sales Contractor (Tanta Branch) - November 2014/May 2015** (IBS outsourcing)
 - Responsible for achieving target
 - Handling customers meeting their satisfaction
 - Dealing and communicating with multinational and multicultural customers
 - Handling administrative and cash related tasks.



Achievements:

- I turned the archiving, mailing and calculating processes into digital instead of being in paper logs and then it was generalized to the whole bank Which made the same work easier, faster and more accurate.

Training Courses:

- **HRM Diploma** at Egycham (35 hours) Ggrade: **Excellent**
 - accredited by Ain Shams University, Egypt & HRCI, USA & SHRM, USA.
- **Business Etiquette Passage To Professionalism** at Protocol & Etiquette Academic Centre of Excellency Middle East (peace). (16 hours)
- **Winning Customers Together** at QUEST human development & change agents.
- **Principles of Banking Certificate** at Egyptian Banking Institute (EBI). (98 hours)
 - accredited by Central Bank Of Egypt.
- *Lots of certificates and courses at (EBI) and BDC training center related to banking field.*



Protocol and Etiquette
Academic Centre of Excellency



Skills:

- Excellent at using and dealing with computers, their software and programs
- Excellent in Microsoft windows, ms word, ms excel, ms outlook and ms powerpoint
- Have excellent internet skills through PCs or Mobiles
- I command the four skills of English language
- Excellent experience in banking operations
- Teamwork skills
- Good listening and communication skills
- Giving attention to details
- Issues discovering and fixing
- The ability to work under stress

Additional Data:

Birth Date: 1st ,January, 1993

Military Status: Exempted.

Marital Status: Married.

Driving License: Egyptian driving license valid till 23/06/2030



References:

Are ready upon request.